



## Management Assistant (Administration)

Department: City Manager's Office  
Revised: July 2016

FLSA Status: Non-Exempt  
Pay Group: 15

### **Role Overview:**

Performs highly responsible administrative duties, aids the City Secretary in supporting the City Council and City Manager's Office, and assists with special projects.

### **Organizational Impact:**

Provides services, analysis, **advice or recommendations** and/or responds/takes actions that have a **direct impact** on a **specific business function** or organizational entity. The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services and/or impacts the social, physical and/or economic well-being of people. Must have superior communication skills and possess a strong understanding of municipal operations and have the ability to work independently in absence of specific instruction of supervision.

### **Customer Service:**

Position requires the ability to **explain and/or instruct** customers regarding policies, practices, and procedures, and work in progress, to resolve more **complex problems**. Coordinates and deploys resources to ensure an adequate level of service. The personal contacts are with employees in the **same organization but outside the immediate work unit**. People contacted generally are engaged in different functions missions and kinds of work, e.g., representatives from various levels within the organization; and/or the contacts are with members of the general public, as individuals or groups, in a moderately structured setting. For example, the contacts generally are established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants. The purpose is to plan, coordinate or advise on work efforts, or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

### **Creativity and Continuous Process Improvement:**

Position **routinely** requires creativity to **solve new problems or offer suggestions** for improvements in this position. The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices that require the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature. Creativity and Process Improvement are done under the direction of supervision.

## Management Assistant (Administration)

### Responsibility for Results:

Performs duties that require the incumbent to **coordinate efforts** with the workflow of other units. Duties involve setting priorities, analyzing information, and compiling results. **Achieves results** that depend in part on others in the department. Responsibilities include serving as a technical resource or providing training or guidance to others and reviewing the work they produce. Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations require the employee to use **judgment in locating and selecting the most appropriate guidelines**, references and procedures for application and in making minor deviations to adapt the guidelines to specific cases. The employee may also **determine which of several established alternatives to use**. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor. The employee uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

### Essential Duties:

1. Operates a multi-line telephone system; answers or takes all routine and non-routine questions, and directs to appropriate party or department when necessary; greets the public and assists visitors as appropriate to facilitate excellent customer service.
2. Provides administrative support as needed to departmental staff including conducting research and compiling information; handles confidential and non-routine information and provides information to the public.
3. Oversees the distribution of incoming mail for the department and prepares outgoing mail in an effective and efficient manner.
4. Provides purchasing support by processing invoices and receipts for the department. Must be able to monitor budgetary line items in association with purchases and follow procurement procedures.
5. Prepares Council Chambers and meeting rooms for regular and special council meetings, as well as other meetings hosted by the City Council or City Manager.
6. Assists with records retention and file management, processes automated and hard copy records and files consistent with records retention laws.
7. Assists with public information requests by aiding the City Secretary with gathering information from various departments and sending responsive documents to the City Attorney for review.
8. Assists with special projects.
9. Assists the City Secretary by scheduling meetings and overseeing calendars for the administration division.
10. Attends city council and board and commission meetings in absence of City Secretary to record meeting actions.
11. Performs other duties as assigned.

### Leadership:

Next Level Supervisor: Assistant City Manager

Immediate Supervisor: City Secretary

**This Position: Management Assistant (Administration)**

Direct Reports: None

## Management Assistant (Administration)

Supervision Received: Works under the general guidance and direction of the City Secretary.

Supervision Exercised: Position has **no responsibilities** or authority for direction of others.

### **Knowledge, Skills and Ability:**

**In-depth job skills** of a specific technical or administrative area are required. Trains or acts as troubleshooter to others in a specialty area. Skills are typically obtained through vocational school or junior college. Skill, acquired through considerable training and experience, such as to operate and adjust varied equipment or software for purposes such as producing work product or performing numerous standardized tests or operations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Knowledge:** Proficiency required in Microsoft software applications utilized by the City. Proficiency required after adequate training (approximately 180 days or less) in the financial software system and the City's website; Ability to operate standard office equipment; Ability to prioritize and coordinate work assignments and meet required deadlines; Must have excellent verbal communication skills and learn the ability to convey information to staff and the public; The ability to work independently in absence of specific instruction or supervision; Establish and maintain effective working relationships with elected officials, City employees and the general public; Demonstrate proficiency in written communication and be able to prepare technical reports and correspondence professionally; Effectively assist public and provide excellent customer service; Embraces the cultural diversity of citizenry.

### **Formal Education, Certification, License:**

**Bachelor's Degree** from an accredited college or university with major course work in Public Administration, Business Administration or closely related field. Knowledge of an extensive body of rules, procedures or operations that required extended training and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide-range of problems. Bilingual (Spanish) is preferred.

**Certificates/Licenses:** Must have a current valid Texas driver's license, and obtain a Notary public within 6 months of employment.

### **Prior Experience:**

More than 2 years and up to 5 years position-related experience with at least two years of experience in the administrative field, preferably in a governmental environment or any equivalent combination of experience and training that provides the required knowledge, ability and skills for this position. Bilingual (Spanish) is preferred.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is **sedentary**. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items, such as papers, books or small parts; or driving an automobile. No special physical demands are required to perform the work.

The employee must occasionally lift, carry and/or move up to 20 pounds and rarely lifts, carries and/or moves from 21-75 pounds.

## Management Assistant (Administration)

### **Work Environment:**

The work environment characteristics describe here are representatives of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The environment involves **everyday risks and discomforts** that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated/cooled and ventilated. Some nights and weekends may be required.

### **Tools and Equipment Used:**

Computer; Calculator; Telephone; Fax, Copier, Printer and Scanner machines. Also desktop publishing software, Microsoft Office programs, project management, spreadsheets and database management systems.

### **Acknowledgement:**

This role description does not constitute an employment agreement and is subject to change. This description is intended to indicate the type of outcomes, essential duties and levels of work difficulty required for this role. Other outcomes and/or responsibilities may be added, deleted or changed at anytime, at the discretion of Management, formally or informally, either verbally or in writing. I have read and understand the duties required of this position and further affirm that I am physically and mentally able to perform the duties as described or have requested/arranged reasonable accommodations to do so pursuant with the Americans Disability Act (ADA).

Employee: \_\_\_\_\_  
(Print Name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_